

## Comfy Cow, LLC Job Description

Job Title: Team Leader

Reports to: Assistant Manager / Store Manager

FSLA Status: Hourly

### **Summary of Position:**

A Team Leader for The Comfy Cow should be responsible, competent, and have a positive attitude. They are the person in charge when the Manager and Assistant Manager are not present. They should lead their clerks and treat their customers with respect. A Team Leader should assist the management team in any store related situations.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensure that business is conducted in a way that fosters the enthusiasm, integrity, satisfaction, and high performance of all employees
- Ensure proper staffing for assigned shift and notifying upper management when staffing needs fall below acceptable levels
- Keep the store on brand within the requirements noted in the Operations Manual
- Customer satisfaction
- Keep employees satisfied and value clerk feedback
- Keep the store clean
- Prepare deposits and take deposits to the bank or give to the courier on specified days
- Keep store stocked and notify management of low products
- Assist employee evaluations as needed
- Monitor labor
- Handle money in the safe and drawers
- Assure nightly paperwork is completed properly
- Assist with and participate in regular staff meetings
- Supervises clerks and handle customers
- Other responsibilities as assigned

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### **QUALIFICATIONS/SKILLS/EXPERIENCE**

- Ability to effectively manage multiple business issues and activities concurrently
- Management skills to effectively assess, develop, motivate and direct team within the areas of responsibility

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### **PHYSICAL DEMANDS** Walks or stands for long periods of time

- May be required to lift up to 50 lbs.
- Required to operate equipment set at standard height
- Must reach, bend, stoop, lift, wipe
- Some repetitive motion may be required
- Must be able to access all small wares or product at varying heights of storage

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### **WORK CONDITIONS**

- Must be able and willing to work weekends and holidays
- Fast-paced restaurant environment, sometimes stressful
- May work in excess of 8-hour shifts
- Hazards include, but not limited to, slipping, tripping, burns, cuts, abrasions and falls.

**NOTE:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.